

GSE CUSTOMER COUNCIL MEETING

OCTOBER 12, 2004

Members Present:

John Bradford, Chairperson, Member of Public, Jennifer St.John, DNR; Marcia Spangler, IDED; Charlie Smithson, Ethics; Roger Johnson, Cultural Affairs; John Baldwin, DOC; Mary Jane Olney, AG; Greg Anliker, Elder Affairs; Major Darrel Cox, DPS

Members Absent:

Ruth White, Human Rights; Bob Straker, AFSCME.

Others Present:

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Ken Paulsen, GSE/Purchasing; Julie Sterk, DAS/Accounting; Miki Clark, DHS; Barbara Bendon, GSE/D&C; Paula Newbrough, GSE/Mail; Mark Willemsen, Legislature; Calvin McKelvogue, DAS; Linda Wozny, GSE/Custodial; Carol Stratemeyer, DAS; Linda Plazek, DAS.

Call to Order:

Meeting called to order at 1:30 p.m.

Opening Comments:

None

Approve Minutes of September 16, 2004:

Greg Anliker moved to approve the minutes as written. Marcia Spangler seconded the motion. Motion passed.

Office Supply Contract:

Debbie O'Leary advised the Customer Council of the new Office Supply Company for the State of Iowa which is Office Max (a Boise Company). Office Max has offered the State a "start up bonus" rebate of 5% on all purchases between October 1, 2004 and December 31, 2004. Debbie noted this will be money not in the budget and asked for suggestions from the Council on how to distribute this money.

GSE Customer Council asked that GSE come back at the November meeting with a proposal and more information.

Side note from John Baldwin – He noted the "spice contract" has been awarded – great savings – good job! (Savings of over \$36,000 per year on this contract negotiated by GSE Purchasing)

Mail Charges:

Dale Schroeder defined the services of the Mail Section to the Council (with handout). Miki Clark, DHS distributed a financial "Mail Utility Fees" spreadsheet for discussion which outlined DHS's concern about the lower volume of mail but with a 10% increase in cost to DHS.

After detailed discussion, John Bradford suggested and Greg Anliker made the motion to create a sub-committee (a recommending body only) chaired by Greg Anliker, with members from four other agencies and staff assistance from GSE. Marcia Spangler seconded the motion. Motion passed.

GSE will put together a list of appointees and advise Greg Anliker.

Greg Anliker asked both Dale Schroeder and Miki Clark to come up with “some concepts that they think would be reasonable things to look at, so that when the committee gets together, they aren’t looking at every alternative in the world. Sub-committee to report back to the Customer Council at the November or December meeting.

The sub-committee needs to look at creative solutions that get us somewhere between counting every single piece and parcel of what we do and some common sense place that says how do we economically measure what we are doing.

Miki advised she believed the measures have to change – it has to be something other than postage that is measured.

John Bradford – the charge for this sub-committee is to investigate whether there is a better way to charge mail services.

Expiration of Member Terms – Action Requested:

Carol Stratemeyer, DAS/Core spoke to the rule on this – the rule on the term lengths was filed last week – the effect of that change is to realign the term so the normal term length for Customer Council members is three years instead of two years and also to adjust the staggering so that council member terms will expire equally in three groups rather than unequally in two groups to eliminate so much of the knowledge drain from the councils. The responsibility on the Council will be to select one representative of the small agency representatives that has a two year term, convert it to a four year term and to select one representative of medium agency and large to convert their three year term to a four year term to equal out the term lengths.

If you have bylaws that are in conflict with this, then you will need to take a look at the bylaws. John Bradford stated we had the motion about bylaws at the last meeting to amend them accordingly to the new rule.

It was noted this does not preclude a member from being re-appointed.

Name	Agency	New Term Expiration
John Bradford	Public Member	6/30/2005
John Baldwin	Large Agency	6/30/2006
Major Darrel Cox	Large Agency	6/30/2007
Jennifer St. John	Large Agency	6/30/2005
Marcia Spangler	Medium Agency	6/30/2006
Mary Jane Olney	Medium Agency	6/30/2007
Roger Johnson	Medium Agency	6/30/2005
Greg Anliker	Small Agency	6/30/2007
Charlie Smithson	Small Agency	6/30/2006
Ruth White	Small Agency	6/30/2005
Peggy Sullivan	Judicial	6/30/2006
Bob Straker	AFSCME	6/30/2007

Charlie Smithson noted the Council would have to amend the bylaws since the bylaws do not talk about the public member’s term or the union member’s term. Charlie Smithson moved to amend the bylaws, Article 4, Section 4 to reflect the language in the rule making brought before the Council. Greg Anliker seconded the motion. Motion passed.

Complaint Procedure:

Linda Plazek, DAS/Core discussed the two Complaint Process handouts. The hope is the process be consistent across all the Councils. HRE Customer Council made a determination they didn't want to be involved in any kind of day-to-day complaints. They did feel the Customer Council should be responsible for the rates and the process for establishing the rates and if there were any complaints about those or for the types or kinds of utilities provided.

Utility Complaint Resolution Process – what DAS/Core would like is for you to look at this and approve it, then DAS/Core will have a Utility Complaint Resolution Process in place that would keep us in line with the rules. ITE wants to change the item in the second bullet - they want the second bullet to read service levels instead of types or kinds of utility services.

Service Delivery Complaint Process – this document is an internal DAS process to negotiate, solve and identify complaints from the customer. All of the COO's were asked to provide an internal process which they thought would be helpful for their own enterprise. We are asking the Customer Council's to "approve the process" for the internal DAS Service Complaint Process – not the actual details of how it is going to work. There will be a form that goes along with this also.

Charlie Smithson asked that we establish a GSE sub-committee to draft a proposed resolution process for this Customer Council and bring it back at the November meeting and address some of the questions that need to be answered.

Subcommittee: Charlie Smithson – Chairperson
 John Baldwin
 Mary Jane Olney

This committee will report back at the November meeting.

Pat Deluhery stated it was "in the Code" that there should be a Complaint Resolution Process, the language gives the responsibility for approval of the process to the Councils.

Linda Plazak noted the two forms distributed are totally different – the multiple page document – all you need to do is "approve the process" that we have multiple steps, etc. Linda stated part of what the rules said was that Councils were supposed to look at service related issues.

John Bradford stated he thought we wanted to handle the service related issues, but in more of a global fashion than a specific.

Role of Marketplace Services & How it Relates to Customer Councils:

John Bradford noted with the marketplace services, over time, they are going to grow and there is a grey area between marketplace services and other services. How it impacts us and how much involvement should GSE Customer Council have in being presented information on the marketplace side. Greg Anliker stated the Council needs full disclosure of all financial information.

Miki Clark (DHS) asked for more clarification regarding Utility Services and Marketplace, since she was not understanding the difference – John Bradford suggested she meet with Pat Deluhery for more clarification.

Greg Anliker asked “are we going to see reports about the anticipated projected budgeted revenue and expenses on any kind of regular basis so that we don’t come up until March and then suddenly find the revenues are way low in one or the other categories or way high – are we going to see a solid report”. We came up with the strategies, saw a couple examples and it has been months since we have seen any real report.

Debbie O’leary advised GSE doesn’t have reports yet on how we finished up on the fiscal year. We are still waiting for information for FY04 because we don’t know what balance was brought forward in FY05. As soon as we have that, it will be provided to you.

Pat Deluhery stated Denise Sturm talked about a “true-up” period where she is going to look at everything that happened from July 1, 2004 and provide to the Customer Council.
John Bradford – that is very important information.

Debbie O’Leary noted, in some areas such as Purchasing, we do have information based on the rate charged and the money coming in to that fund; however, we still don’t have items such as the association fee as it involves space management, Design and Construction and some other areas.

Customer Service Measures:

John Bradford asked how we are coming on measuring customer satisfaction, what the plans are, etc., where we go from here.

Debbie O’Leary stated in November, we are supposed to have the results of the survey.

Charlie Smithson stated he would like to see the appointment of a Customer Relations sub-committee to come up with ways the Customer Council could reach out to its customers more and that this be a permanent agenda. We need to work on this and increase the level of trust out there of DAS and the Customer Council. John Bradford stated he agreed, we needed to have some sort of pro-active stance in soliciting opinions and getting out information more than official types of notifications that go out. John Baldwin also agreed, stating when you refer them to the web page, etc. they respond they don’t have time, they just want someone to tell them what is going on. People just want to know – they don’t want to have to go to search here or there, they just want to know!.

John Bradford suggested everybody on the committee do “outreach” in talking with a couple of agencies. If we aren’t getting a positive response next month or the month after that, then we go ahead and put together a sub-committee and attack it in a more formal fashion.

John Bradford discussed a “work session” as opposed to official meeting. Charlie Smithson will put together a “work session” meeting and advise everyone.

How Charter Agencies Could Impact DAS/GSE:

John Baldwin stated the issue is, how could charter agencies impact the bottom line?

After a lengthy discussion, Greg Anliker moved that this Council ask Pat Deluhery to work with DAS Director Mollie Anderson to get a definitive answer to this issue on our behalf from Cindy

Eisenhower, Governor's office, AG's office, etc. Darrel Cox seconded the motion. Motion passed. Greg noted he would hope to get some kind of indicator by the November meeting, at the latest by the December meeting.

Role of Customer Council:

Deferred to November meeting due to lack of time.

2005 Proposed Meeting Calendar:

It was noted that for the meetings during Legislative Session, try to set the meetings on Fridays at 8am.

Open Discussion:

None

Adjournment:

Meeting adjourned at 4:15 p.m.

Next Meetings:

November 16 (Tuesday) 1:30 – 4:00 – EMD Conference Room

December 14 (Tuesday) 1:30 – 4:00 – EMD Conference Room

Respectfully submitted,

Nancy Williams, GSE